

**STAFF SERVICES ANALYST II (NON -MERIT)**

GENERAL DESCRIPTION

The Staff Services Analyst II is a journey level position. Incumbents work under direction and are responsible for performing the full range of duties at the journey level and working independently

At the Staff Services Analyst II level, assignment can be in any one of the following options; staff development, fiscal, or program analysis; Sheriff's Department; or, incumbents may be assigned to perform general duties that encompass a broad scope of administration analytical functions and areas of responsibility. For positions specifically assigned to a specialized option, specific minimum qualifications and recruitments are permitted.

A Staff Services Analyst II in the Sheriff's Department performs secretarial and administrative work of considerable difficulty and complexity for Sheriff's Administrative Services Officer and/or Deputy Director of Office of Emergency Services; performs office support work requiring independence, initiative, and discretion; may be responsible for clerical office oversight and/or may supervise the work of clerical support staff and performs related work as required.

DISTINGUISHING CHARACTERISTICS – SHERIFF'S DEPARTMENT

This is the full working-level class which provides secretarial and clerical support to the Staff Services Manager I, Lieutenants, and Deputy Director of OES. Consequently, the level of secretarial work expected of incumbents is greatly impacted by the management focus and related advanced nature of the assignments. Incumbents are expected to apply substantial initiative and independent judgment to their work, which may also include technical administrative duties. This position also assists in the coordination of the emergency services function for the County and Operational Area.

MINIMUM QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five (5) years of increasingly responsible clerical and/or secretarial experience including duties related to departmental administrative operations

OR

Graduation from an accredited college or university with a bachelor's degree;

Substitution: Additional progressively responsible professional experience performing duties (which require considerable independence performing, compiling, organization and evaluating information and prepared reports) in any of the functional areas noted above may be substituted for the required education on a year-for-year basis.

EXAMPLE OF DUTIES - Duties may include, but are not limited to the following:

Performs, coordinates, monitors, and participates in various administrative analytical functions, typically within a departmental program or administrative section.

Reviews program updates, letters, and notices for potential impact on various programs and activities; recommends and prepares policy and procedure changes to ensure compliance.

Compiles, maintains, and analyzes data; identifies trends, and makes recommendations involving the formulation of policy and procedures, as well as staffing and organizational changes.

Serves as a resource and provides advice and information to supervisors, managers, and other internal staff, the public, and other agencies in area(s) of assignment including the interpretation and explanation of a variety of programs, policies, rules, regulations, labor contracts, and Memorandum of Understanding.

Conducts surveys and performs research and statistical analyses on administrative, fiscal, personnel, staff development, and/or programmatic problems.

Makes presentations before committees, boards, commissions, departmental staff, advisory groups, or community groups to provide information and recommendations, advocate a position, encourage participation, and/or respond to questions.

Analyzes business process requirements and coordinates with information technology staff and/or consultants to develop automated solutions.

May plan and coordinate the design and implementation of new and revised programs, systems, procedures, methods of operation, and forms.

Compiles materials; prepares analytical reports, manuals, and publications.

Prepares public relations materials (e.g. brochures, informational materials, customer satisfaction surveys).

Provides consultation and recommends solutions regarding research findings, organizational improvement initiatives and related issues concerning departmental effectiveness and goal attainment.

Evaluates effectiveness through performance measure development and monitoring activities, and recommends modifications.

Collaborates with County departments and agencies on cross-functional projects.

Coordinates assigned activities with other departments, divisions, units, and with outside agencies; represents the division or department in committee meetings; responds to complaints and requests for information.

Establishes and maintains positive working relationships with co-workers; representatives of community organizations; state/local agencies and associations; internal management and staff; and the public by utilizing principles of effective customer service.

Reviews, evaluates, and recommends actions on appeals for administrative hearings; makes presentations to the Administrative Law Judge on behalf of the assigned department.

Investigates client complaints; maintains complaint-related documentation.

Plans, designs, performs, and documents quality assurance activities pertaining to staff qualifications, case activities, financial, and/or other assigned functions.

May supervise clerical and/or technical employees by assigning, monitoring, reviewing, and evaluating their work; may provide training to less experienced staff.

Performs related duties as assigned.

For Staff Development Option (in addition to the general duties):

Conducts training needs assessment at an organizational level to obtain information to determine training programs/subjects needed for all levels of employees.

Conducts training needs assessment at the individual employee level to determine employees to be sent to specific training programs, based on participant needs and relevancy of training to participant's job duties.

Identifies, develops, and/or coordinates resources for training and staff development including curricula, workshops, college coursework, training programs, and on-the-job training sessions.

Develops and conducts workshops and training sessions on a variety of topics including, but not limited to, technical skills, program areas, supervisory principles, customer service skills, safety, diversity, and sexual harassment prevention in order to provide the necessary information in each subject in the most effective manner.

Reviews the work of new employees while they are completing a training program to ensure effective learning and progression through the program.

For Fiscal Option (in addition to the general duties):

Performs fiscal analyses and prepares recommendations relating to the status of various fund balance projections, fiscal transactions, and related financial activities; analyzes findings and prepares recommendations for department management.

Participates in the preparation of the department's annual budget, including analysis and estimates of expenditures and analysis and projections of revenues.

Reviews financial data on an on-going basis to ensure conformance with established guidelines.

Recommends and establishes general fiscal procedures to improve department operations based on cost/benefit studies.

Completes the quarterly County Expense Claim to the State of California for payment, and oversees the balancing and reconciliation of accounts.

Assists in the fiscal and accounting oversight, monitoring, and management of contracts, grants, and other funding/expenditure sources.

For Program Analysis Option (in addition to the general duties):

Plans, identifies, and analyzes program administration problems and develops solutions.

Reviews existing and proposed local, state, and federal legislation/regulations for impact on the department's activities, consults with department personnel; develops recommendations; and prepares proposed changes.

Performs departmental quality assurance duties by reviewing casework and analyzing time studies and production analyses.

Extracts and reviews data to prepare reports consisting of specific program/caseload data to monitor progress toward goals, including progress of Quality Improvement Plan.

Performs related duties as assigned

For Sheriff's Department Option

Assist in administering assigned grant programs and ensure compliance with grant requirements. Facilitates implementation of grant awards by obtaining fund/budget unit/cost center numbers and tracking of salary assignments to grants.

Develops and maintains specialized filing systems, including coding and indexing various records and/or legal documents.

May serve as staff liaison to Board of Supervisors, advisory boards, outside agencies, committees, commissions, etc.; prepares agenda items for the Board related to assigned department.

May plan, prioritize, assign, supervise and review the work of staff involved in clerical support of assigned department or division.

This position is associated to the Office of Emergency Services (OES) and serves as required in the Emergency Operations Center (EOC). Provides day to day advanced level technical and analytical support to the Deputy Director of OES, as well as support during emergency activations. Assists in the assignment and distribution of materials and personnel under emergency conditions.

Assists Sheriff's Administrative Services Officer in maintaining departmental IT systems.

Responsible for updating and maintaining department social media at direction of supervisory staff.

Performs related duties as assigned.

QUALIFICATIONS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the levels in the Definition Section.

Knowledge of:

Public and business administration principles and practices.

Methods and techniques involved in conducting analytical studies of administrative and management practices, methods, and procedures.

General research practices, techniques, and terminology to conduct research for a department.

A variety of computer software applications, including database, graphic/presentation, work processing, and spreadsheet software.

Methods and techniques of report preparation.

English language (i.e. composition, spelling, grammar, and sentence structure).

Project management principles to ensure projects activities are conducted in a fiscally responsible and timely manner.

Principles and practices of effective customer service.

Principles of teamwork and teambuilding in order to work effectively as a member of a team and facilitate effective teamwork.

Principles and practices of the functional areas applicable to the assigned options.

Principles and practices of leadership and supervision.

Community needs and resources.

Ability to:

Analyze a situation or problem, including stressful situations, accurately and objectively in order to identify alternative solutions and determine an effective course of action.

Collect and analyze data and information in order to derive logical conclusions.

Formulate options and make recommendations based on data and information collected.

Analyze policies, procedures and programs and make effective recommendations.

Make sound decisions and independent judgments within established guidelines.

Read, interpret and apply a variety of information (e.g. laws, policies, procedures, court cases, memorandums of understanding, ordinances, contract provisions, legislations, directives) in order to provide information and ensure compliance.

Analyze and interpret basic statistics.

Perform arithmetic calculations, including ratios and percentages.

Operate a computer to prepare results of analyses (i.e. reports, tables, charts and graphs) and perform operations (i.e. conduct research on the internet, collect, input and retrieve data and information).

Express information and ideas orally in a clear, concise, organized manner by user proper diction, grammar, and volume so that others will understand you.

Make effective presentations and respond to questions from various groups, including boards, committees, and the public.

Compose business communications (e.g. letters, memos, notices) and reports, policies and procedures in a clear, concise, organized, and accurate manner.

Identify problems and central issues.

Reason logically and critically.

Perform, analyze, and document research.

Research legislative issues and read and understand legislation.

Recommend and implement changes/improvements.

Develop and maintain cooperative, effective working relationships with co-workers, representatives, and the public.

#### OTHER INFORMATION

Some positions in these classifications may require possession of a valid California driver license. Employees who drive on county business to carry out job-related duties must possess a valid California driver license for the class of vehicle driven and meet automobile insurability requirements of the county. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

#### SHERIFF'S DEPARTMENT

Possession of, or ability to obtain, a valid California driver's license.

Possession of, or ability to obtain, Incident Command System (ICS) and National Incident Management System (NIMS) certificates including: IS-100, 200, 300, 400, 700, and 800. Possession of, or ability to obtain, OES ICS/NIMS Professional Development Series.